

I'm a Deaf user of VRS. Recently, it allowed me to stay in contact with my sister prior to the demise of a beloved aunt of ours. I was able to stay abreast of developments, console my sister, and aunt, and make plans to travel home for the final hours of our aunt's existence. Without VRS, this would have been extremely difficult for me to do. I have seen a decrease in VRS quality and availability. I need VRS to be able to have full telecommunication access at home and at work. Please adopt the appropriate rate and regulatory requirements to ensure full access and quality services to VRS.